



2018 Warialda Local Health Report

## Acknowledgement of Country

Warialda Multipurpose Service respectfully acknowledges the Gamilaroi/Kamilaroi people as the traditional owners and custodians of the land in which our health facilities are located.

We pay our respects to the Elders, community members and the Aboriginal services who partner with us to improve health outcomes for the Aboriginal and Torres Strait Islander people in our district.

## Year at a Glance

Warialda Multipurpose Service is part of the Mehi Sector of Hunter New England Health. We have had a very busy and productive 2018.

Warialda MPS continues to embed the Excellence program, "Every Patient, Every time." A continuing commitment to ensure that every patient, every time experiences quality health care and is making HNE Health and Warialda Multipurpose Service a better place to work.

This year we welcomed the help of Kerby Siemsen, a new graduate of the Joint Medical Program at UNE. Kerby finished medicine in May and had six months to spare before starting her internship at Wagga Wagga Base Hospital. Kerby is employed at the medical centre as a clinical assistant. She helps the doctors in whatever way she can. At the hospital she has been a huge help to Dr Coote. Kerby did her fourth year of medicine at John Hunter Hospital and her final year at Armidale Hospital, because of this she is able to navigate the HNE health system easily. Kerby comes from a small town in central NSW, she understands the challenges of living in a small remote town like Warialda. Currently she has a sponsorship with the Australian Army, part of this requires her to provide a return of service. During this time, she hopes to complete her GP training and then return to Warialda.



*Kerby Siemsen and Dr Coote*

We have also been very lucky to have recruited Alexandra Simmons to a full time registered nurse position. Alex completed her nursing degree in Brisbane in 2016 and has spent the past year working for Blue Care in Goondiwindi before commencing at Warialda in November.



*Registered nurse Alex Simmons*

Warialda was lucky to receive a donation through the Humpty Dumpty Foundation of a vital piece of equipment to be used in the emergency department for our paediatric patients.

The Humpty Dumpty Foundation is a children's charity that, for more than 28 years, has been purchasing essential and often life-saving medical equipment for sick and injured children in paediatric wards, neonatal units, maternity and emergency departments in hospitals across Australia.

The neo puff or breath of life is specifically designed for children with extreme breathing difficulties. It will ensure optimum care for our paediatric patients.

We are grateful to the Humpty Dumpty Foundation and Business Network International (BNI)- Presidential Chapter Kirribilli.



*Neo puff donated through Humpty Dumpty Foundation*

## Our Health Committee

Warialda Health Committee was formed in 2005 and members for 2018 include:-

Chair: David Conway has a strong background in farming and dedicated interest in healthcare and the community.

Debbie Reardon has been the local pharmacist for 32 years and is a strong community member

Betsy Jeffery has been a local librarian for 10 years and is a long time community member

Kerry McDonald is a retired farmer and an elected Councillor for Gwydir Shire.

Dr Dianna Coote has been a general practitioner Warialda since 1990.

Ken Brookes is a retired farm manager who has lived in the Warialda district for 40 years. Ken has been a member of the committee for 10 years.

Mr Gerard Sutherland is our NSW Ambulance representative

Renae Bolch is the Health Service Manager Warialda Multipurpose Service

Sharon Baker is the Manager Naroo Aged Care

Leeah Daley is a representative of Gwydir Shire Council

Priorities over the past year:-

- Continuing to engage the community in primary health care.
- Living Well in the MPS collaborative.
- Supporting the health service to provide an enhanced medical workforce.
- Supporting the health service in achieving accreditation, by providing consumer feedback.
- Improving patient outcomes by engaging staff through the use of the tools of Excellence such as follow up phone calls.

## Our Health Service

Warialda Multipurpose Service is a 25-bed facility, consisting of 15 residential aged care beds and 10 acute care beds and provides care for the community of Warialda and surrounding district. It offers a range of services including a level 2, 24-hour emergency department, acute inpatient services, residential aged care services and primary and community services and extensive range of allied health services under the one organisational structure.

Our services include:

- Emergency department – 2 bed Level 2 unit offering a 24 hour 7 days per week service. Telehealth is available for support and consultation to the Tamworth Rural Referral Retrieval service and John Hunter Hospital as required.

- Inpatient unit - 10 bed unit provides care for general medical and post-surgical transfers. A paediatric designated room is also available for level 2 paediatric care and admission in consultation with paediatricians based at the Tamworth Hospital.
- Community health consisting of Rebecca Slater, Georgina Smith, Debbie Armstrong and Suzie Bilsborough.
- On call visiting medical officer services. Local medical support consists of two full time visiting medical officers supported by GP registrars. Currently Warialda has one GP registrar. The Small Town After Hours program is implemented when no doctor is available, in conjunction with business contingency plans and support from the Tamworth Hospital Emergency Department. Staffing levels and skill mix are reviewed at this time to ensure appropriate care and support can be maintained.
- Emergency transfers are coordinated through the Patient Flow Internal Transport Unit, Medical Retrieval Service or NETS (Newborn and Paediatric Transport Unit).
- Pathology services are available to both inpatient and outpatients 5 days per week from 0730 hours – 1130 hours. Specimens are transported to Tamworth. Point of Care I-stat machine is available on site and shadowed by the New England Pathology unit Tamworth for quality assurance.
- Radiology services are available weekly by a radiographer from Moree District Health Service and there are two trained remote radiographers available as 'on call' for any emergency presentations.
- Pharmacy services are supplied through Tamworth Hospital on a weekly basis.

Bingara MPS is proud to be a partner in this alliance and hopes that the group can make a difference not only in the Gwydir Shire, but for all of rural and remote Australia.

### United Hospital Auxiliary



*United Hospital Auxiliary*

The Warialda Auxiliary works tirelessly throughout the year raising funds for much needed equipment for the MPS.

This year the Warialda MPS was very thankful for the purchase of a two pressure relieving mattresses, and two new invisibeams to help reduce patients falls. All of this equipment allows staff at Warialda MPS to provide holistic care to members of the community and residents of the MPS. The equipment has been utilised frequently with all staff having nothing but positive comments regarding the equipment.

### School visits

Warialda MPS is pleased to welcome visits from our local schools. The residents enjoy their interaction with the younger generation.



*Students visit the MPS*

## Partnering with Our Community

### Gwydir Health Alliance

Gwydir Health Alliance (GHA) was formed in 2017 after a community forum highlighted the concerns with the difficulty in attracting and retaining GPs to our rural practices. Gwydir Health Alliance consists of members from Hunter New England Local Health District, Bingara and Warialda multipurpose services, Bingara and Warialda aged care facilities, local general practitioners, NSW Ambulance Service, NSW Rural Doctors Network, Rural and Remote Medical Services (RaRMS), local councillors, the deputy general manager of Gwydir Shire Council and several members of the community.

The alliance meets quarterly. Objectives include; developing recruitment incentives, with the goal of recruiting additional GPs to town, identifying the community's needs and communicating with the community.



1,127

patients presented at our emergency department



90.4%

of patients presenting to the ED were admitted or discharged within 4 hours\*



3,554

patients accessed services (like blood tests, clinics & community nursing) but were not admitted



N/A

Babies were born



N/A

Day only surgical procedure were performed



N/A

of Category A patients received their elective surgery within the 30 day timeframe<sup>φ</sup>



N/A

of Category B patients received their elective surgery within the 90 day timeframe<sup>φ</sup>



N/A

of Category C patients received their elective surgery within the 365 day timeframe<sup>φ</sup>



90.4%

Full-time equivalent staff



\$4,082

Expenditure budget<sup>^</sup>

## Highlights

### Keeping our residents active

Several events have taken place in 2018 where our residents have been kept active and entertained visiting performers and special community events.

Christmas in July was an event that kept both residents and their carers entertained and socially active. The residents and family enjoyed a Christmas lunch with all the trimmings and all were able to have a laugh and a chat together.



*Christmas in July*

### Bow and Curtsy

We were very lucky to have not one, but two visits, from the dynamic duo known as Bow and Curtsy. This multi-talented couple not only entertain with their amazing music and singing, they also give impromptu lessons, which all enjoyed immensely.



*Visit from Bow and Curtsy*

### Women's health initiative

Warialda was proud to be a supporter of the women's health night in November. An event that was extremely popular among the women in our community. The night offered the attendees an evening of presentations on healthy lifestyle and self care, finished off with a good dose of comedy. This event partnered well with the men's health night held earlier in the year.





Women's health night

## Community Health Highlights

The major highlight for community health has been the men's health night. This event is held annually as a men's health initiative and has grown each year. This year the men's health night was awarded Event of the Year at the local Australia Day Awards.



Men's health night participants

The night held in April is the result of a collaboration between many local service and community groups including Rotary, Lions, Corinda House and Warialda Honey Festival Committee. Donations are also received from local businesses and Government entities such as Carlos IGA, Gwydir Meats, Gwydir Shire Council, Adam Marshall MP and Health Wise.

The night offers the men (and women if they wish) the opportunity to be entertained and informed by various guest speakers.

- Main speaker - Former Parramatta NRL star Brett Kenney spoke on his life and issues / hurdles he faced at the peak of his career

- Peter Sergeant – National Clinical Services spoke on sleep apnoea, its effects on the body and the health risks.
- Kerry White – Prostate Cancer Foundation representative spoke about prostate testing / early detection.
- Wayne Wigham – Workplace education officer for the Black Dog institute and former NRL star spoke about men's mental health issues / how to seek help / role of Black Dog Institute with men's health.
- David Conway - MC for the evening and local health committee member

Warialda Multi Purpose Service also offered free flu vaccinations on the night. The goal was to capture men that normal wouldn't have flu vaccinations. We provided them with relevant information to enable an informed decision. Seventy four vaccines were given.

Warialda MPS provided two registered immunisers Meg Ross and Georgina Smith. Paperwork and information relating to any consumer questions on the vaccines was provided. Some comments from consumers who received the vaccine:

"I only ever have the flu shot at these men's nights, this is my fourth flu shot. I go to the doctor once a year for a check-up but never thought to have a flu shot before coming to these men's nights" age 43

"It's so hard to get into the doctor just for a flu shot, so I have never bothered before coming here" aged 62

"I brought my wife this year, because she didn't believe me that we get this info / flu shot, and the speakers are brilliant" aged 67



Warialda MPS staff administering free flu vaccinations

## Our Medical Leaders

Husband and wife doctors Diana Coote and Clem Gordon have been serving the people of Warialda for more than 25 years after the family moved to Warialda in 1989.

### Dr Diana Coote

Graduated MB BS (Qld) in 1978 and has had 28 years' experience as a GP. She has completed a fertility control course with the Australian Family Planning Association and regularly attends the rural health continuing education programs. In addition to comprehensive general practice care she has special interests in obstetric care, paediatrics, women's health interests and counselling.

### Dr Clement Gordon

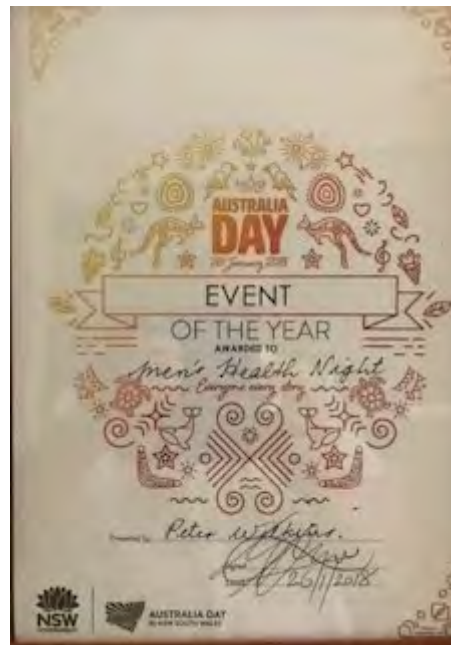
Graduated MB BS (Qld) in 1978. He has had a wide hospital and general practice experience before commencing as a GP in Warialda in 1989. His postgraduate qualifications before moving to Warialda include Diploma of the Royal Australian College of Obstetrics and Gynaecologists, Diploma of Anaesthetics (United Kingdom), Fellow of the Royal Australian College of General Practitioners. Since arriving in Warialda his commitment to general practice and continuing medical education has continued. He has also completed postgraduate diplomas in family medicine and rural health.



Husband and wife doctors Diana Coote and Clem Gordon

## In the Spotlight

Warialda MPS was proud to be the recipient of a local Australia Day award, winning the event of the year category. These awards are held every Australia Day to recognise people and events in the community that have a significant impact on the wellbeing of the community.



The Certificate awarded to Warialda MPS



Newspaper article regarding the awards

# Hunter New England Local Health District





## Feedback & Acknowledgements

### Acknowledgements

Throughout the year the staff at Warialda MPS have been the humble recipients of thank you gifts including cards, chocolates and flowers from patients and family members; for this we are very grateful.



*Registered nurse Kelley Rigby and enrolled nurse Kate Hall with a floral gift*



*A selection of thank you cards received by staff*

Warialda MPS would like to acknowledge and thank the following people and community groups for their continued support throughout the year:

- United Hospital Auxiliary
- Pastoral care workers
- Men's Shed

- Margaret Brown - volunteer
- Lions Club Warialda
- Family and carers of our residents.

Our health service is extremely lucky to have dedicated and caring teams of people who come together to work as one team and ensure the best care for those within our facility. We offer our thanks to all of them, from every department:

- Administration
- Allied health
- Community health
- Health Support Services
- Maintenance
- Nursing

We would also like to acknowledge those visiting services that enable our facility to offer services that the community would otherwise have to travel to access.

A large amount of thanks and admiration is also extended to our medical team. Dr Gordon and Dr Coote have been unfailing in their dedication to our facility and the community of Warialda, they work tirelessly to ensure that our community receives uninterrupted care throughout the year. Their team at Warialda Medical Centre also deserves thanks for their assistance with communication to ensure a smooth service.

### Feedback

The Warialda MPS Health Committee welcomes feedback and suggestions from the community. This information is vital for us to improve our service and meet the needs of our diverse community.

Any comments or suggestions can be sent to:

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